



August 2008

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Upcoming Events and Activities

Emergency Department a Hit with YCH Health Care Team and Donors

Hundreds of staff, physicians, and volunteers toured through the new Emergency Department during a recent sneak preview and most were impressed.

Although only a portion of the new Emergency Department was included on the tour, most didn't seem to notice. The entire department won't be totally completed until 2009.

New Colour Zones Help Guide Patients

The new Emergency Department is arranged in colour-coded zones with the more critically ill patients being treated in the Blue and Yellow Zones. The Red Zone is reserved for ambulatory patients while the Green Zone will treat patients with fractures and minor injuries.

The coloured zones were introduced to help guide patients and families to the appropriate care area. They are also especially helpful in directing those whose first language may not be English.



Emergency Program Manager Sam McLachlan, left, shows staff members the Triage station in the Nick & Rosanne Cortellucci Family Emergency Department. All visitors will be assessed by nurses at the station prior to receiving treatment.

Coloured arrows on the floor guide patients and families to the corresponding treatment area.

New Exciting Features

A state of the art monitoring system which has been implemented will allow physicians to see lab and x-ray results at the patient's bedside.

Another unique feature of the department is that all of the emergency treatment stations are capable of serving as kidney dialysis stations.

"It takes a special kind of person to work in the fast paced and demanding environment in the

Emergency Department. We have an exceptional ER team and we're proud of the way they came together to make this move as seamless as possible for patients. We have most everything we need to meet the needs of our patients," said Mary Neil, Emergency Department Operations Director.

Judy Smith, who served as a tour guide during the recent staff sneak preview, said many visitors were pleased to see the design includes space devoted to safeguarding the patient's privacy.

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Making a Difference...One Moment at a Time

Quit Date 8/8/8 Countdown - YCH Will Soon Be Smoke-free

The countdown to August 8, 2008, the date when York Central Hospital and grounds will be totally smoke-free is winding down and there's a buzz in the air.

The YCH Smoking Cessation Support Team has been busy distributing free Quit Kits throughout the hospital.

Creating Awareness

In the last few months, the Health and Wellness Council and Smoking Cessation Task Force has been working tirelessly to increase awareness of the policy and the Quit Date 8/8/8 campaign.

Weekly Quit Date 8/8/8 draws and quit tip posters have also helped increase awareness of the new policy.

A Smoking Cessation display has also been set up in the Atrium and in the main lobby on Saturdays on a bi-weekly basis to provide information to staff, patients, and visitors.

Supports For Smokers

Staff may be eligible for one-on-one counselling sessions as well as nicotine replacement therapy through Occupational Health or the Employee Assistance Program.

There have been a series of Lunch and Learn Sessions on how to quit



Smoking Cessation volunteers Stephanie and Andrew have been busy delivering Quit Date 8/8/8 kits throughout the hospital. The pair has also been helping to increase awareness of the Quit Date 8/8/8 campaign by helping out at the Smoking Cessation Displays.

smoking as well as free Quit Kits.

Individuals who want more information on smoking have been encouraged to call the Quit Date 8/8/8 Hotline at ext. 7888 and many staff members have done so.

A group of Smoke-free Champions across the hospital was established so

staff could receive smoking cessation materials from their coworkers and have any questions answered.

In addition to the kits, a Tobacco Cessation counsellor has been offering sessions to help those who want to quit smoking. The counsellor has also been providing some one-on-one counselling as well.

Smoke-free Policy and Patients

Patients who wish to smoke will be offered Nicotine Replacement Therapy. If they decline and still desire to smoke, they too will be asked to respect our policy by not smoking on hospital grounds.

Policy in Effect, August 8

As of 8:00 a.m., on August 8, YCH will be officially smoke-free. All visitors and staff must refrain from smoking anywhere on YCH property, which includes the staff and visitors' parking lots.

Over the next two weeks, signs to inform all visitors of the policy will be installed around the perimeter of the hospital grounds as well as all entrances.

Frequently Asked Questions

Q: What assistance is available to me if I decide to quit.

A: In addition to the quit kits, which contain information on how to kick the habit, individuals may also call the Quit Date 8/8/8 hotline at ext. 7888.

Staff are encouraged to speak to their physicians regarding Nicotine Replacement Therapy and/or counselling. This is now covered as part of the hospital's benefit plan. Both group and individual counselling are available.



These are the signs which will soon be installed across the hospital's property to inform patients and about the new policy.

Award Winner Expresses Gratitude

Thank you very much for the AMHS/YCH Partnership Award. It was truly an honour to be recognized for this award.

The award is very meaningful to me. I have enjoyed my time volunteering in the hospital and learning about the pharmacy. I am very much looking forward to continuing my studies in science at the University of Western Ontario next year. This award will certainly help me with my tuition.

Sincerely,
Josh Meyer
Richmond Hill

Editor's Note: The Alexander MacKenzie High School/York Central Hospital Partnership Award is given annually to an Ontario Scholar in recognition of their scholastic achievements and community involvement and their pursuit of post-secondary science studies.

Correction

There was an error in a recent article regarding the celebration of Organ and Tissue Donation Week.

YCH has been involved in the Organ and Tissue Donation program for many years. It was the Organ and Tissue Donation Committee that was established three years ago.

Thanks from a Grateful Patient

I was a patient at your hospital on Thursday, June 26 and admitted on that day through the Emergency.

I was admitted to the 3rd Floor following an appendectomy operation.

I was completely blessed to have Dr. Justin T. Lee as my surgeon and to be in the care of the staff on the 3rd floor. The surgeon was fantastic and the nurses and staff were better than fantastic. I saw how they work as well as what they did for me.

I was given tonnes of information regarding follow up care after my surgery.

I cannot express the gratitude I feel for having been in the care of such professional, respectful, caring and considerate staff.

They have shown me a level of care I have never received before in any other hospital in the area.

At York Central Hospital, I had Marisa Masino, Gail Walker, Marianna Joseph Mary Dawson and a young lady named Ala and Vanita take care of me during my five days stay at the hospital and they all brought me kind, compassionate care at all times. They made me laugh and they listened when I cried. They didn't make me feel embarrassed or humiliated as I have in the past. I don't know how to say thank you but I want them to be commended on a job well done.

Also, before I forget, even the cleaning staff and food and administration staff were all friendly and compassionate.

My entire family was impressed and completely at ease when they visited because they felt I was under the best care.

I was told an appendectomy normally takes 45 minutes to an hour but my surgery was two and a half hours leaving my family

worried. Dr. Lee, telephoned my husband from the OR immediately after the surgery to let them know I was ok. This was a huge relief to my waiting family.

Even when I was able to walk around and watch the staff, I could not help but be impressed. The nurses who took care of me always said hi and asked how I was feeling. I felt a close bond that was very special.

I feel so humble to have been under York Central Hospital's care. I cannot express my gratitude enough! Thank you.

Sincerely,

Linda Sacchetti
Maple, ON

We want to hear from you!

If you have celebrated an accomplishment, achieved a professional designation, spoken at a conference, written an article on health care or been elected president of your club within the past three months, let us know about it. Help us celebrate our staff and what they do in the community.

We're also looking for photo opportunities. Call Alan Gilday, Internal Communications Officer at ext. 7490, or email him at agilday@yorkcentral.on.ca

Spotlight on the New Emergency Department

New Emergency Department is Open For Business, *from Page 1*

Other highlights of the newly-renovated Emergency Department, include:

- A dedicated elevator system which means patients will be transferred directly to the inpatient floors from the ED and Critical Care.
- A new, heated ambulance bay, capable of accommodating up to four vehicles at a time.
- A state of the art bedside computer system which monitors patients and allows staff to review lab reports and other information at their fingertips.
- The entire Yellow Zone patient care area, which includes up to 15 stretchers, can converted into a negative pressure area for any patients who may require isolation.
- A second triage station dedicated to ambulances which can be used if the main triage unit is backlogged.
- Mobile monitoring systems which can travel with the patient.

Staff and Donor Recognition Ceremony

At the ceremony to mark the occasion in the after-

noon, Dr. Nalin Ahluwalia, Clinical Director and Chief, Emergency Medical Program, said it was a great day not only for York Central Hospital but for patients as well.

“Some of the new features of the ER, like the colour-coded zones will make a big difference for families, Dr. Ahluwalia said. “The new patient monitoring system is the best I’ve ever seen.”

YCH President and CEO Bruce Harber thanked staff, physicians and volunteers who have been providing quality patient care despite the challenges of an overcrowded and aging facility.

“Last year, we saw 63,199 patients in our Emergency. Upon completion of the new Emergency Department, we will be able to handle 85,000 ER visits,” Harber said.

“The opening of a new emergency is only the beginning. In the coming months, we will be opening expanded diagnostic imaging services quickly followed by new and expanded dialysis, inpatient medicine and critical care units just to name a few,” Harber said.

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Access and Utilization Administrative Assistant Donna Armstrong, right, describes the features of the new Emergency Department during a recent sneak preview.



The spacious new waiting room with comfortable cushioned seating at the ready for the first patients to arrive on opening day, July 22.



Ernest and Flavia Redelmeier take a break during the donor sneak preview of the New Emergency Department. Mr. Redelmeier's family agreed to sell part of their land so that YCH could build on this site.

Spotlight on the New Emergency Department



Cake anyone? Members of the Cortellucci family participate in the opening ceremony to officially open the Nick and Rosanne Cortellucci Family Emergency Department. From left to right are: YCH Board Chair David Bannister, Foundation Board Chair Nancy Coxford, Rosanne and Nick Cortellucci along with daughters Claudia and Sabrina and YCH President and CEO Bruce Harber.



The Nick and Rosanne Cortellucci Family Emergency Department also includes a heated, ambulance bay capable of handling up to four vehicles.

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First Day

On July 22, opening day, staff worked throughout the day treating patients, moving equipment and getting used to their new location.

By the afternoon, the space had been completely transformed into a functioning emergency department.

“It’s just amazing to see how staff have pulled together to make this happen,” said Chief of Staff Dr. Larry Grossman. “The staff were moving in equipment and treating patients. It was wonderful.”

The partial opening of the Emergency Department is just one of the many, exciting new facilities that will be opening over the next year leading up to the completion of Phase One in 2009.

Redevelopment Update

Expected Opening Dates for Other Departments

Below is a list of departments which will be moving into the new north wing and the “go live” dates. The “go live” dates are the dates when the departments will be fully operational and treating patients. Please note, these dates are subject to change.

Department	Go Live Date
Diagnostic Imaging, Part 1	August 17, 2008
Materials Management	September 2008
Chronic Kidney Disease/ Dialysis (including Part 1 Nephrology)	September 2008
Med Staff Facilities	September 2008
Mental Health - Schedule 1	November 2008
Learning Centre, Part 1 Auditorium, Classrooms	December 2008
Chemotherapy & Medical Day Care	December 2008
Pharmacy	Fall 2008
Learning Centre, Part 2 Community Health Teaching Classrooms	January 2009

YCH Staff, Physicians, and Volunteers in the Spotlight

YCH Leaders Publish Article

York Central Hospital's Chief of Staff Dr. Larry Grossman and Human Resources Vice President Bill Whittaker, recently co-authored an article, "Implementing a Physician Leader Compensation Program at a Major Community Hospital."



Dr. Larry Grossman

The article, was published in Healthcare Quarterly and outlines the case for recruiting physician leaders who are able to play a role in achieving strategic and operational outcomes.



Bill Whittaker

YCH Doctor Honoured by Kidney Foundation

Dr. Arifie Manuel, a Nephrologist at YCH has been awarded the Renal Proficiency Award by the Kidney Foundation of Canada.

The award is presented annually in recognition of a renal professional's outstanding contribution in supporting patients and/or the Kidney Foundation in the areas of patient

care, patient advocacy, organ donation and public awareness.

The doctor was chosen because of his dedication to Camp Dorset, a camp for individuals who are receiving kidney dialysis.



Dr. Arifie Manuel

Local Media Covers Staff's Support at Event

Eve Roa, who works in YCH's lab services department, has been reaching out to the community through soccer.

Together with husband Julio and members of the YCH soccer team, Roa organized a Father's Day picnic and soccer game for migrant farm workers in the Holland Marsh area.

Both the Liberal newspaper and Global Television covered the event.

Roa began organizing the picnic-soccer game four years ago after seeing a film which suggested citizens should go out into the



Members of the YCH soccer team take a break with members of the migrant farmer's team at the Father's Day Picnic.

community and determine what they could do for the migrant farm community.

While the picnic and game were wonderful, Roa's long term goal is to establish a resource centre in

the area - a place where workers can learn English and borrow materials from a Spanish library.

Roa is just one of many YCH staff who give back to our community

IT Officer Featured in Canadian Healthcare Magazine

Diane Salois-Swallow, Chief Information Officer at YCH was recently featured in an article published in Canadian Healthcare Manager. Salois-Swallow has been



Diane Salois-Swallow

working on a project which has led to improved information management at YCH as well as Southlake Regional Health Centre, and Stevenson Memorial Hospital.

The collaboration improved IT services to all

users, established a stable, flexible IT infrastructure and strengthened the hospital's ability to implement IT projects faster.

A four-year eHealth which outlines a common vision for the three organizations has been established.

Dr. Manuel has been volunteering as medical director at the camp, which is located near Huntsville, for the past 28 years.

Congratulations Dr. Manuel!

Garden Cafe Eatery to be Expanded

Staff, patients and visitors are sure to be impressed by the exciting changes planned for the soon-to-be expanded Garden Cafe.

To make the expansion possible, the Garden Cafe will be temporarily closed from mid-August until November so the eatery can be totally revamped.

“We’re very excited about the renovations because we’ll be able to offer our customers a wider selection of products.” says Sodexo Director of Food Services Cyril Saunders.

The Cafe will be expanding into the space formerly occupied by the hospital’s fracture clinic.

New Cafe Features
Once completed, the new and expanded Garden Cafe will include:



This drawing represents what the newly renovated Garden Cafe will resemble once the work is completed.

- a permanent deli station featuring freshly made sandwiches
- an expanded, stand alone salad bar area
- separate grilled and hot entree stations featuring many new food choices along with popular favourites; and
- a Booster Juice outlet

offering a variety of healthy drinks and other refreshments.

Expanded Food Services in Atrium

While the Garden Cafe is undergoing renovations, provisions are being made to accommodate the increase in customer traffic in the Atrium. Sodexo will be installing more tables as well as hot and cold entree station.

“We’ll also be having a barbecue on the patio of the CCCR, every day, weather permitting,” says Sodexo Director of Food Services Cyril Saunders.

Saunders says groups within the hospital that are planning to hold events in the Atrium during the three-month renovation won’t be affected by food services.

The temporarily enhanced Atrium Cafe location will be open daily Monday to Friday from 8:30 a.m. - 3 p.m. but will remain flexible to accommodate events and ceremonies.

Orientation - July 2008

Please Give a Warm Welcome to our New Staff!



More new staff photos on Page 10

Back row, left to right are: Hongbo Liu, RPN; Vicki Sheridan, RN; Rose Ampomah, RPN; Mario Jamorabon, Dialysis Associate; Michael Williams, Recreation Therapist; Sheryl Sala, Food Services Attendant; Darlene Boots, Finance Manager, Redevelopment; Corrie Leung, Food Services Attendant; Sophath Rouss, RN; Comfort Owusu, RPN.
Front row: Shannon Stewart, CPD Technician; Christine Moore, RN; Irene Kolesnik, RN; Anna Otkiditshev, Patient Access Rep; Pilita Santiago-Ruz, RN; Patrick Cuaresma, RN.

Upcoming Events and Activities

Orientation Photos - Continued from Page 9



YCH added 45 new employees to the YCH Health Care team in July. Back row, left to right are: Susan Kim, Pharmacist; Abbie Chan, Pharmacy Intern; Behnaz Heidari, RN; Nasrin Ebrahimi, RN; Ilana Kobric, Clinical Dietician; Heidi Vella, Patient Access Rep; Rachel Mavor Moore, RPN; Tae Kim, MLT; Amanda Byvelds, Behaviour Consultant; Tina Tan, RN; Linda Kolesnik, RN; Yefim Bliumkin, 3rd Class Stationary Engineer.

Front row: Judy To, Respiratory Therapist; Polina Bakhmatch, RN; Winnie Wong, MRT; Slavka Vujic, RN; Stephen Cheung, RN.



Meeting more new staff members from July 2008. Back row, left to right: Avital Derman, HR Intern; Candida Gonzales-Juanitez, RN; Luis Gai, Pathology Assistant; Jackson Arukulasseril, Food Services Attendant.

Front row: Annie Duchemin, RN; Doris Romano, RN; Susan Suvoltos, RPN; Shokouhe Redjamand, RN.

Friday, September 19

YCH Golf Tournament
Kettle Creek Golf Club, 12:30 p.m. start, dinner to follow. Registration forms available now

Saturday, September 20

Kidney Foundation of Canada's Gift of Life Walk, Richmond Green, Richmond Hill.

Wednesday, October 15

Code Green Live Test
More details to follow